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October 29, 2004

Ms. Marlene H. Dortch Secretary Federal Communications Commission 445 Twelfth Street, SW Room TW-A325 Washington, D.C. 20554

DOCKET FILE COPY ORIGINAL
Federal Communications Commission
Office of Secretary

Re: CC Docket No. 88-2, Phase I; Installation and Maintenance Non-Discrimination Reports

Dear Ms. Dortch:

Pursuant to the Bell Operating Company (BOC) Open Network Architecture (ONA) Amendment Order<sup>1</sup>, and BOC ONA Reconsideration Order<sup>2</sup> in CC Docket No. 88-2, Phase I, attached are an original and two (2) copies of the installation and maintenance non-discrimination reports for Pacific Bell and Nevada Bell third calendar quarter of 2004.

First quarter for 2004 reports have been revised to correct a clerical error. An original and two copies of the revised reports are included in this filing.

Should you have any questions regarding this data, please call me at (202) 326-8842.

Respectfully submitted,

**Attachments** 

No. of Copies rec'd

<sup>&</sup>lt;sup>1</sup> In the Matter of Filing and review of Open Network Architecture Plans, Memorandum Opinion and Order, 5 FCC Rcd 3103 (1990).

<sup>&</sup>lt;sup>2</sup> In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd 3084 (1990).

# PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: July - September 2004

SERVICE	ORDERS	MA	Interval
Business Line	304,920	0.93%	2.0
PBX	15,681	0.47%	7.3
CENTREX	66,960	0.81%	4.0
WATS	1,710	5.61%	3.7
Mobile	Nothing to Report		
Feature Group A	6	0.00%	5.0
Foreign Exchange	Nothing to Report		
Feature Group B	17	0.00%	10.5
Feature Group D	3,807	0.00%	20.3
DID	Nothing to Report		*
Packet DD Access Line	Nothing to Report		•
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		•
Protection Alarm	61	0.00%	5.6
Protection Relaying	23	0.00%	5.2
Control Circuit	10	0.00%	7.1
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	311	0.00%	10.3
Voice Switched Trunk	47	0.00%	9.6
Voice and Tone - Radio Land Line	76	0.00%	8.7
Data Low Speed	44	0.00%	8.1
Basic Data and Voice	978	0.10%	6.8
Voice and Data - PSN Access Tie Trunk	101	0.00%	7.8
Voice and Data - SSN Access	4	0.00%	10.3
Voice and Data - SSN - Intermachine Trunk	1	0.00%	3.0
Data Extension - Voice Grade Data	3	0.00%	10.7
Protection Relay Voice Grade	1	0.00%	7.0
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	1	0.00%	7.0
Program Audio 100-5000 HZ	4	0.00%	9.0
Program Audio 50-8000 HZ	11	0.00%	12.4
Program Audio 50-15000 HZ	23	0.00%	9.2
TV Channel - One Way 15kHZ Audio	126	0.00%	20.2
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	10	0.00%	11.2
Digital Data-4.8kb/s	7	0.00%	9.1
Digital Data-9.6kb/s	209	0.00%	7.2
Digital Data-56kb/s	3,947	0.05%	10.0
1.544 MBPS BSA	35,937	0.08%	11.8
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	1,565	0.00%	18.0
Dedicated Digital 456 MBPS or Higher	1	0.00%	3.0
Dedicated Alert Transport	Nothing to Report		
Derived Services	3,212	0.06%	14.1
Dedicated Network Access Link	Nothing to Report		

## PACIFIC BELL ENHANCED SERVICES

FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity

Report Period: July - September 2004

SERVICE	ORDERS	MA	Interval
Business Line	121	0.83%	3.4
PBX	Nothing to Report		
CENTREX	186	0.00%	3.4
WATS	1 .	0.00%	1.0
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		•
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		•
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHZ Audio	Nothing to Report		
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		
	- · · · · · · · · · · · · · · · · · · ·		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

## PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair Report Period: July - September 2004

Service	Reports	MA	%MA	Avg-RC
Business Line	69,435	6,917	9.96%	14.30
PBX	3,613	1,254	34.71%	10.10
CENTREX	16,277	1,885	11.58%	11.41
WATS	38	2	5.26%	15.57
Mobile	Nothing to report		0.2070	10.07
Feature Group A	34	13 <sup>-</sup>	38.24%	4.24
Foreign Exchange	677	323	47.71%	8.19
Coin	1,262	020	47.7170	17.43
Feature Group B	2	0	0.00%	8.33
Feature Group D	381	50	13.12%	11.28
DID	1,538	7 <b>6</b> 1	49.48%	4.58
Packet DD Access Line	Nothing to report	701	43.40 20	7.00
Packet Synchronous Access Line	Nothing to report			•
Packet Asynchronous Access Line	Nothing to report		•	
Protection Alarm	352	120	34.09%	3.54
Protection Relaying	10	.8	80.00%	7.32
Control Circuit	31	16	51.61%	16.13
Telegraph Grade 75 Baud	Nothing to report	. 10	31.0176	10.13
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	147	<b>62</b>	42.18%	4.30
Voice Switched Trunk	19	5	26.32%	4.10
Voice and Tone - Radio Land Line	107	68	63.55%	7.33
	26	11	42.31%	4.58
Data Low Speed Basic Data and Voice	255	101	39.61%	3.55
Voice and Data - PSN Access Tie Trunk	62	23	37.10%	2.34
Voice and Data - PSN Access The Trunk  Voice and Data - SSN Access	Nothing to report	23	37.1076	2.04
Voice and Data - SSN Access  Voice and Data - SSN - Intermachine Trunk	Nothing to report		,	
Data Extension - Voice Grade Data	18	9	50.00%	5.10
	Nothing to report	9	30.0076	3.10
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile Program Audio 200-3500 HZ	Nothing to report			
•	6	2	33.33%	3.54
Program Audio 50 9000 HZ	19	12	63.16%	5.46
Program Audio 50-8000 HZ	39	28	71.79%	4.32
Program Audio 50-15000 HZ	62	26 26	41.94%	2.28
TV Channel - One Way 15kHZ Audio	Nothing to report	20	71.5770	2.20
TV Channel - One Way 5kHZ Audio				
Digital Voice Circuit	Nothing to report 2	1	50.00%	4.19
Digital Data-2.4kb/s	Nothing to report	'	30.00%	4.13
Digital Data-4.8kb/s	28	15	53.57%	3.35
Digital Data-9.6kb/s	3,183	931	29.25%	3.09
Digital Data-56kb/s	35,466	14,158	39.92%	3.21
1.544 MBPS BSA		14,130	33.32 /0	J.Z.1
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report	583	38.38%	1.43
Dedicated Digital 44.736 MBPS	1,519	203	30.30 /0	1.40
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

## PACIFIC BELL ENHANCED SERVICES PROVIDER

FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair

Report Period: July - September 2004

Conside	Danaria	144	0/ 34 6	Asser DC
Service Business Line	Reports	<b>MA</b> 0	%MA	Avg-RC
PBX	2	U	0.00%	8.06
CENTREX	Nothing to report 7	0	0.00%	4.03
WATS	•	, 0	0.00%	4.03
	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			7.50
Coin	92			7.58
Feature Group B	Nothing to report			• .
Feature Group D	Nothing to report	40	40.000/	7.07
DID	45	19	42.22%	7.07
Packet DD Access Line	Nothing to report			+
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			•
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report		•	•
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			•
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHZ Audio	Nothing to report			
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report	_		
Digital Data-56kb/s	1	0	0.00%	0.42
1.544 MBPS BSA	12	3	25.00%	1.17
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

# PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: July - September 2004

SERVICE	ORDERS	MA	Interval
Business Line	304,920	0.93%	2.0
PBX	15,681	0.47%	7.3
CENTREX	66,960	0.81%	4.0
WATS	1,710	5.61%	3.7
Mobile	Nothing to Report	3.0176	3.7
Feature Group A	6	0.00%	5.0
Foreign Exchange	Nothing to Report	0.00.76	5.0
Feature Group B	Nothing to Report	0.00%	10.5
Feature Group D	3,807	0.00%	20.3
DID	Nothing to Report	0.0076	20.5
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	61	0.00%	5.6
Protection Relaying	23	0.00%	5.2
Control Circuit	10	0.00%	7.1
Telegraph Grade 75 Baud	Nothing to Report	0.0078	
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	311	0.00%	10.3
Voice Switched Trunk	47	0.00%	9.6
Voice and Tone - Radio Land Line	76	0.00%	8.7
Data Low Speed	44	0.00%	8.1
Basic Data and Voice	978	0.10%	6.8
Voice and Data - PSN Access Tie Trunk	101	0.00%	7.8
Voice and Data - SSN Access	4	0.00%	10.3
Voice and Data - SSN - Intermachine Trunk	1	0.00%	3.0
Data Extension - Voice Grade Data	3	0.00%	10.7
Protection Relay Voice Grade	1	0.00%	7.0
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	1	0.00%	7.0
Program Audio 100-5000 HZ	4	0.00%	9.0
Program Audio 50-8000 HZ	11	0.00%	12.4
Program Audio 50-15000 HZ	23	0.00%	9.2
TV Channel - One Way 15kHZ Audio	126	0.00%	20.2
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	10	0.00%	11.2
Digital Data-4.8kb/s	7	0.00%	9.1
Digital Data-9.6kb/s	209	0.00%	7.2
Digital Data-56kb/s	3,947	0.05%	10.0
1.544 MBPS BSA	35,937	0.08%	11.8
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	1,565	0.00%	18.0
Dedicated Digital 456 MBPS or Higher	1	0.00%	3.0
Dedicated Alert Transport	Nothing to Report		
Derived Services	3,212	0.06%	14.1
Dedicated Network Access Link	Nothing to Report		
	• .		

# PACIFIC BELL ENHANCED SERVICES FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: July - September 2004

	•		
SERVICE	ORDERS	MA	Interval
Business Line	121	0.83%	3.4
PBX	Nothing to Report		
CENTREX	186	0.00%	3.4
WATS	1 .	0.00%	1.0
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		4
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		•
Feature Group D	Nothing to Report		
DID	Nothing to Report		•
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		•
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report	•	
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHZ Audio	Nothing to Report		,
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		•
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		•
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		
Denicated Metholy Vocess Filly	richmig to report		

## PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair

Report Period: July - September 2004

Service	Reports	<b>MA</b>	%MA	Avg-RC
Business Line	69,435	6,917	9.96%	14.30
PBX	3,613	1,254	34.71%	10.10
CENTREX	16,277	1,885	11.58%	11.41
WATS	38	2	5.26%	15.57
Mobile	Nothing to report	40	00.0404	
Feature Group A	34	13	38.24%	4.24
Foreign Exchange	677	323	47.71%	8.19
Coin	1,262		0.000/	17.43
Feature Group B	2	0	0.00%	8.33
Feature Group D	381	50	13.12%	11.28
DID	1,538	761	49.48%	4.58
Packet DD Access Line	Nothing to report			•
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report	. 400	0.4.0004	0.54
Protection Alarm	352	120	34.09%	3.54
Protection Relaying	10	. 8	80.00%	7.32
Control Circuit	31	16	51.61%	16.13
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report	00	40.400/	
Voice Switched Line	147	62	42.18%	. 4.30
Voice Switched Trunk	19	5	26.32%	4.10
Voice and Tone - Radio Land Line	107	68	63.55%	7.33
Data Low Speed	26	11	42.31%	4.58
Basic Data and Voice	255	101	39.61%	3.55
Voice and Data - PSN Access Tie Trunk	62	23	37.10%	2.34
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report	0	E0 000/	E 10
Data Extension - Voice Grade Data	18	9	50.00%	5.10
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report 6	. 2	33.33%	3.54
Program Audio 100-5000 HZ	19	12	63.16%	5.46
Program Audio 50-8000 HZ	39	28	71.79%	4.32
Program Audio 50-15000 HZ	62	26	41.94%	2.28
TV Channel - One Way 15kHZ Audio TV Channel - One Way 5kHZ Audio	Nothing to report	20	71.5470	2.20
•	Nothing to report			
Digital Voice Circuit Digital Data-2.4kb/s	nouning to report	1	50.00%	4.19
•	Nothing to report	•	30.00 /6	4.13
Digital Data-4.8kb/s	28	15	53.57%	3.35
Digital Data-9.6kb/s Digital Data-56kb/s	3,183	931	29.25%	3.09
1.544 MBPS BSA	35,466	14,158	39.92%	3.21
Dedicated Digital 3.152 MBPS	Nothing to report	14,100	00.0270	0.2.
Dedicated Digital 6.312 MBPS	Nothing to report			
·	1,519	583	38.38%	1.43
Dedicated Digital 44.736 MBPS Dedicated Digital 456 MBPS or Higher	Nothing to report	555	00.0070	10
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			
Denicated Metwork Access Filly	Houring to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

#### PACIFIC BELL ENHANCED SERVICES PROVIDER

FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair

Report Period: July - September 2004

Service	Reports	MA	%MA	Avg-RC
Business Line	2	0	0.00%	8.06
PBX	Nothing to report			
CENTREX	7	0	0.00%	4.03
WATS	Nothing to report			
Mobile	Nothing to report	*		
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	92			7.58
Feature Group B	Nothing to report			7.50
Feature Group D	Nothing to report			
•	45	19	42.22%	7.07
DID		19	42.2270	7.07
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			•
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report		·	
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			•
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			·
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Telephoto and Facsimile	Nothing to report			
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Program Audio 100-5000 HZ	Nothing to report			
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Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHZ Audio	Nothing to report			
TV Channel - One Way 5kHZ Audio	Nothing to report			
	Nothing to report			
Digital Voice Circuit	Nothing to report			•
Digital Data-2.4kb/s	Nothing to report	•		
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	•	0	0.00%	0.42
Digital Data-56kb/s	1 12	0 3	25.00%	1.17
1.544 MBPS BSA		3	25.00%	1.17
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
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Mobile	Nothing to Report	0.00%	5.0
Feature Group A	6	0.00%	0.0
Foreign Exchange	Nothing to Report	0.00%	10.5
Feature Group B	17		20.3
Feature Group D	0,00	0.00%	20.5
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report	0.000/	5.6
Protection Alarm	61	0.00%	5.2
Protection Relaying	23	0.00%	7.1
Control Circuit	10	0.00%	
Telegraph Grade 75 Baud	Nothing to Report		•
Telegraph Grade 150 Baud	Nothing to Report		•
Voice Non-Switched Line	Nothing to Report		40.3
Voice Switched Line	311	0.00%	10.3 9.6
Voice Switched Trunk	47	0.00%	9.0 8.7
Voice and Tone - Radio Land Line	76	0.00%	
Data Low Speed	44	0.00%	8.1
Basic Data and Voice	978	0.10%	6.8
Voice and Data - PSN Access Tie Trunk	101	0.00%	7.8
Voice and Data - SSN Access	4	0.00%	10.3
Voice and Data - SSN - Intermachine Trunk	. 1	0.00%	3.0
Data Extension - Voice Grade Data	3	0.00%	10.7
Protection Relay Voice Grade	1	0.00%	7.0
Telephoto and Facsimile	Nothing to Report		7.0
Program Audio 200-3500 HZ	· 1	0.00%	7.0
Program Audio 100-5000 HZ	4	0.00%	9.0
Program Audio 50-8000 HZ	11	0.00%	12.4
Program Audio 50-15000 HZ	23	0.00%	9,2
TV Channel - One Way 15kHZ Audio	126	0.00%	20.2
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		44.0
Digital Data-2.4kb/s	10	0.00%	11.2
Digital Data-4.8kb/s	7	0.00%	9.1
Digital Data-9.6kb/s	209	0.00%	7.2
Digital Data-56kb/s	3,947	0.05%	10.0
1.544 MBPS BSA	35,937	0.08%	11.8
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	1,565	0.00%	18.0
Dedicated Digital 456 MBPS or Higher	1	0.00%	3.0
Dedicated Alert Transport	Nothing to Report		_
Derived Services	3,212	0.06%	14.1
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

# PACIFIC BELL ENHANCED SERVICES FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: July - September 2004

SERVICE	ORDERS	MA	Interval
Business Line	121	0.83%	3.4
PBX	Nothing to Report		
CENTREX	186	0.00%	3.4
WATS	1	0.00%	1.0
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		•
Feature Group D	Nothing to Report		
DID	Nothing to Report		•
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		,
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		• •
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		, '
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHZ Audio	Nothing to Report		
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		,
Digital Data-9.6kb/s	Nothing to Report		•
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		
DOSIGNATION / 100000 Entit	,		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

## PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair

Report Period: July - September 2004

Business Line	Service	Reports	- MA	%MA	Avg-RC
CENTREX   16,277   1,885   11,58%   11,41   WATS   38   2   5,26%   15,57   Mobile   Nothing to report   Feature Group A   34   13   38,24%   4,24   Foreign Exchange   677   323   47,71%   8,19   Coin   1,262   0   0,00%   8,33   Feature Group B   2   0   0,00%   13,12%   11,28   Feature Group D   381   50   13,12%   11,28   DIO   1,538   761   49,48%   4,58   DIO   1,538   761   49,48	Business Line	69,435	6,917	9.96%	
WATS         38         2         5.26%         15.57           Mobile         Nothing to report         34         13         38.24%         4.24           Foreign Exchange         677         323         47.71%         8.19           Coin         1.262         0         0.00%         8.33           Feature Group B         2         0         0.00%         8.33           Feature Group D         381         50         13.12%         11.28           DID         1,538         761         49.48%         4.58           Packet DD Access Line         Nothing to report         Packet Synchronous Access Line         Nothing to report           Packet Asynchronous Access Line         Nothing to report         Packet Asynchronous Access Line         Nothing to report           Protection Relaying         10         8         80.00%         7.32           Control Circuit         31         16         51.61%         16.13           Telegraph Grade 150 Baud         Nothing to report         Nothing to report         Voice switched Line         Nothing to report           Voice Switched Line         Nothing to report         147         62         42.18%         4.30           Voice Switched Line <t< td=""><td>PBX</td><td>3,613</td><td>1,254</td><td>34.71%</td><td>10.10</td></t<>	PBX	3,613	1,254	34.71%	10.10
WATS         38         2         5.26%         15.57           Mobile         Nothing to report         Feature Group A         34         13         38.24%         4.24           Foreign Exchange         677         323         47.71%         8.19           Coin         1,262         0         0.00%         8.33           Feature Group B         2         0         0.00%         8.33           Feature Group D         381         50         13.12%         11.28           DID         1,538         761         49.48%         4.58           Packet DD Access Line         Nothing to report         Packet Synchronous Access Line         Nothing to report           Packet Asynchronous Access Line         Nothing to report         Packet Asynchronous Access Line         Nothing to report           Protection Relaying         10         8         80.00%         7.32           Control Circuit         31         16         51.61%         16.13           Telegraph Grade 150 Baud         Nothing to report         Voice Switched Line         Nothing to report           Voice Switched Line         147         62         42.18%         4.30           Voice Switched Line         147         62	CENTREX	16,277	1,885	11.58%	11.41
Feature Group A   34   13   38.24%   4.24	WATS	38	2	5.26%	
Foreign Exchange	Mobile	Nothing to report	*		
Table   Tabl	Feature Group A		13	38.24%	4.24
Feature Group B	Foreign Exchange	677	323	47.71%	8.19
Feature Group D	Coin	1,262			17.43
DID	Feature Group B	2	0	0.00%	. 8.33
Packet DD Access Line	Feature Group D	381	50	13.12%	11.28
Packet Synchronous Access Line   Nothing to report   Packet Asynchronous Access Line   Nothing to report   Protection Alarm   352   120   34.09%   3.54     Protection Relaying   10   8   80.00%   7.32     Control Circuit   31   16   51.61%   16.13     Telegraph Grade 75 Baud   Nothing to report     Telegraph Grade 150 Baud   Nothing to report     Voice Non-Switched Line   Nothing to report     Voice Switched Line   Nothing to report     Voice Switched Line   147   62   42.18%   4.30     Voice Switched Line   107   68   63.55%   7.33     Data Low Speed   26   11   42.31%   4.58     Basic Data and Voice   255   101   39.61%   3.55     Voice and Tone - Radio Land Line   107   68   63.55%   7.33     Data Low Speed   26   11   42.31%   4.58     Basic Data and Voice   255   101   39.61%   3.55     Voice and Data - PSN Access   Nothing to report     Voice and Data - SSN - Intermachine Trunk   Nothing to report     Voice and Data - SSN - Intermachine Trunk   Nothing to report     Voice and Data - SSN - Intermachine Trunk   Nothing to report     Voice and Balay Voice Grade   Nothing to report     Telephoto and Facsimile   Nothing to report     Program Audio 200-3500 HZ   Nothing to report     Program Audio 100-5000 HZ   39   28   71.79%   4.32     TV Channel - One Way 15kHZ Audio   Nothing to report     Digital Data-2-Akb/s   28   15   53.57%   3.35     Digital Data-2-Akb/s   28   15   53.57%   3.35     Digital Data-3-8kb/s   3,183   931   29.25%   3.09     1.544 MBPS BSA   35,466   14,158   39.92%   3.21     Dedicated Digital 44.736 MBPS   Nothing to report     Dedicated Alart Transport   Nothing to report     Dedicated Services   Nothing to report     Dedicated Services   Nothing to report     Dedicated Services   Nothing to report     Dedicated Polytal 44.736 MBPS   Nothing to report     Dedicated Polytal 44.736 MBPS   Nothing to report     Dedicated Polyt	DID	1,538	761	49.48%	4.58
Packet Asynchronous Access Line   Nothing to report	Packet DD Access Line	Nothing to report			
Protection Alarm   352   120   34,09%   3.54     Protection Relaying   10   8   80,00%   7.32     Control Circuit   31   16   51.61%   16.13     Telegraph Grade 75 Baud   Nothing to report     Voice Proswitched Line   Nothing to report     Voice Switched Line   Nothing to report     Voice Switched Line   147   62   42.18%   4.30     Voice Switched Line   147   62   42.18%   4.30     Voice Switched Trunk   19   5   26.32%   4.10     Voice Switched Trunk   19   5   26.32%   4.10     Voice and Tone - Radio Land Line   107   68   63.55%   7.33     Data Low Speed   26   11   42.31%   4.58     Basic Data and Voice   255   101   39.61%   3.55     Voice and Data - PSN Access Tie Trunk   62   23   37.10%   2.34     Voice and Data - SSN Access   Nothing to report     Voice and Data - SSN - Intermachine Trunk   Nothing to report     Voice and Data - SSN - Intermachine Trunk   Nothing to report     Voice and Data - SSN - Intermachine Trunk   Nothing to report     Voice and Data - SSN - Intermachine Trunk   Nothing to report     Voice and Data - SSN - Intermachine Trunk   Nothing to report     Voice and Data - SSN - Intermachine Trunk   Nothing to report     Program Audio 100-5000 HZ   8 9 50.00%   5.10     Program Audio 200-3500 HZ   Nothing to report     Program Audio 50-15000 HZ   9 12   63.16%   5.46     Program Audio 50-15000 HZ   39 28   71.79%   4.32     TV Channel - One Way 15kHZ Audio   Nothing to report     Digital Data-4.8kb/s   Nothing to report     Digital Data-5kb/s   28 15   53.57%   3.35     Digital Data-5kb/s   3.183   931   29.25%   3.09     1.544 MBPS BSA   Nothing to report     Dedicated Digital 6.312 MBPS   Nothing to report     Dedicate	Packet Synchronous Access Line	Nothing to report			
Protection Relaying	Packet Asynchronous Access Line	Nothing to report			•
Control Circuit	Protection Alarm	352	120	34.09%	3.54
Control Circuit   31   16   51.61%   16.13	Protection Relaying	10	8	80.00%	7.32
Telegraph Grade 150 Baud   Nothing to report   Nothing to report		31	. 16	51.61%	16.13
Voice Non-Switched Line         Nothing to report           Voice Switched Line         147         62         42.18%.         4.30           Voice Switched Trunk         19         5         26.32%         4.10           Voice Switched Trunk         197         68         63.55%         7.33           Data Low Speed         26         11         42.31%         4.58           Basic Data and Voice         255         101         39.61%         3.55           Voice and Data - PSN Access Tie Trunk         62         23         37.10%         2.34           Voice and Data - SSN - Intermachine Trunk         Nothing to report         Nothing to report         Voice and Data - SSN - Intermachine Trunk         Nothing to report         Nothing to report         Nothing to report         5.10         5.10           Protection Relay Voice Grade         Nothing to report         Nothing to report         7.00         5.10         5.10           Program Audio 200-3500 HZ         Nothing to report         Nothing to report         7.19         12         6.16%         5.46           Program Audio 50-15000 HZ         19         12         63.16%         5.46         7.179%         4.32           TV Channel - One Way 15kHZ Audio         Nothing to report         N		Nothing to report			
Voice Non-Switched Line         Nothing to report           Voice Switched Line         147         62         42.18%         4.30           Voice Switched Trunk         19         5         26.32%         4.10           Voice Switched Trunk         19         5         26.32%         4.10           Voice and Tone - Radio Land Line         107         68         63.55%         7.33           Data Low Speed         26         11         42.31%         4.58           Basic Data and Voice         255         101         39.61%         3.55           Voice and Data - PSN Access         Nothing to report         62         23         37.10%         2.34           Voice and Data - SSN - Intermachine Trunk         Nothing to report         8         9         50.00%         5.10           Voice and Data - SSN - Intermachine Trunk         Nothing to report         8         9         50.00%         5.10           Voice and Data - SSN - Intermachine Trunk         Nothing to report         Nothing to report         9         50.00%         5.10           Protraction Relay Voice Grade         Nothing to report         Nothing to report         9         50.00%         5.10           Program Audio 50-000 HZ         19         12		Nothing to report	. • ′		
Voice Switched Trunk         19         5         26.32%         4.10           Voice and Tone - Radio Land Line         107         68         63.55%         7.33           Data Low Speed         26         11         42.31%         4.58           Basic Data and Voice         255         101         39.61%         3.55           Voice and Data - PSN Access Tie Trunk         62         23         37.10%         2.34           Voice and Data - SSN - Intermachine Trunk         Nothing to report         70.00%         5.10         5.10           Protection Relay Voice Grade         Nothing to report         8         9         50.00%         5.10           Program Audio 200-3500 HZ         Nothing to report         70.00%         5.10         7.00%         5.10           Program Audio 50-8000 HZ         Nothing to report         7.00%         5.46         7.00%         5.46           Program Audio 50-15000 HZ         19         12         63.16%         5.46           Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio         Nothing to report         Nothing to report         7.00%         4.19           Digital Data-2.4kb/s         2         1	<del>-</del> -	Nothing to report	•		
Voice and Tone - Radio Land Line         107         68         63.55%         7.33           Data Low Speed         26         11         42.31%         4.58           Basic Data and Voice         255         101         39.61%         3.55           Voice and Data - PSN Access Tie Trunk         62         23         37.10%         2.34           Voice and Data - SSN - Intermachine Trunk         Nothing to report         Voice and Data - SSN - Intermachine Trunk         Nothing to report         50.00%         5.10           Protection Relay Voice Grade Data         18         9         50.00%         5.10           Protection Relay Voice Grade         Nothing to report         Nothing to report         7.20         5.10           Program Audio 200-3500 HZ         Nothing to report         7.20         5.10         5.10           Program Audio 100-5000 HZ         6         2         33.33%         3.54           Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio         62         26         41.94%         2.28           TV Channel - One Way 5kHZ Audio         Nothing to report         50.00%         4.19           Digital Data-2.4kb/s         2         1         5	Voice Switched Line	147	62	42.18%	. 4.30
Data Low Speed         26         11         42.31%         4.58           Basic Data and Voice         255         101         39.61%         3.55           Voice and Data - PSN Access         Nothing to report         23         37.10%         2.34           Voice and Data - SSN Access         Nothing to report         Voice and Data - SSN - Intermachine Trunk         Nothing to report         8         9         50.00%         5.10           Protection Relay Voice Grade Data         18         9         50.00%         5.10           Protection Relay Voice Grade Protection Relay Voice Grade Protection Relay Voice Grade Nothing to report Telephoto and Facsimile Nothing to report Program Audio 200-3500 HZ         Nothing to report Program Audio 100-5000 HZ         6         2         33.33%         3.54           Program Audio 50-8000 HZ         19         12         63.16%         5.46           Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio Nothing to report Digital Voice Circuit Nothing to report Digital Voice Circuit Nothing to report Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-9.6kb/s         3,183         931         29.25%         3.09           Digital Data-9.6kb/s         3,183         931	Voice Switched Trunk	19	5	26.32%	4.10
Basic Data and Voice         255         101         39.61%         3.55           Voice and Data - PSN Access         Nothing to report         2.34           Voice and Data - SSN Access         Nothing to report         Nothing to report           Voice and Data - SSN - Intermachine Trunk         Nothing to report         Protection Relay Voice Grade Data         18         9         50.00%         5.10           Protection Relay Voice Grade         Nothing to report         Program Audio 200-3500 HZ         Nothing to report         Voice and Data - SSN - Intermachine Trunk         Nothing to report         Voice Grade         Nothing to report         S.46         Program Audio 50-8000 HZ         S.46         Program Audio 50-8000 HZ         S.46         Program Audio 50-15000 HZ         Program Audio 50-15000 H	Voice and Tone - Radio Land Line	107	68	63.55%	7.33
Voice and Data - PSN Access Tie Trunk         62         23         37.10%         2.34           Voice and Data - SSN Access         Nothing to report         Nothing to report         Nothing to report           Data Extension - Voice Grade Data         18         9         50.00%         5.10           Protection Relay Voice Grade         Nothing to report         Program Audio 200-3500 HZ         Nothing to report           Program Audio 200-3500 HZ         Nothing to report         2         33.33%         3.54           Program Audio 50-8000 HZ         19         12         63.16%         5.46           Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio         62         26         41.94%         2.28           TV Channel - One Way 5kHZ Audio         Nothing to report         Nothing to report         Digital Voice Circuit         Nothing to report           Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-2.6kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21	Data Low Speed	26	11	42.31%	4.58
Voice and Data - SSN Access         Nothing to report           Voice and Data - SSN - Intermachine Trunk         Nothing to report           Data Extension - Voice Grade Data         18         9         50.00%         5.10           Protection Relay Voice Grade         Nothing to report         Program Audio 200-3500 HZ         Nothing to report           Program Audio 200-3500 HZ         Nothing to report         Program Audio 100-5000 HZ         6         2         33.33%         3.54           Program Audio 50-8000 HZ         19         12         63.16%         5.46           Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio         62         26         41.94%         2.28           TV Channel - One Way 5kHZ Audio         Nothing to report         Nothing to report         Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-9.6kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21           Dedicated Digital 3.152 MBPS         Nothing to report           Dedicated D	Basic Data and Voice	255	101	39.61%	3.55
Voice and Data - SSN - Intermachine Trunk         Nothing to report           Data Extension - Voice Grade Data         18         9         50.00%         5.10           Protection Relay Voice Grade         Nothing to report         Frequent Relay Voice Grade         Nothing to report         Frequent Relay Voice Grade         Nothing to report         Frequent Relay Voice Grade         Nothing to report         S.10         Frequent Relay Voice Grade         Nothing to report         S.10         S.10         S.10         Frequent Relay Voice Grade         Nothing to report         S.10         S.1	Voice and Data - PSN Access Tie Trunk	62	23	37.10%	2.34
Data Extension - Voice Grade Data         18         9         50.00%         5.10           Protection Relay Voice Grade         Nothing to report         18         9         50.00%         5.10           Program Audio 200-3500 HZ         Nothing to report         19         2         33.33%         3.54           Program Audio 50-8000 HZ         19         12         63.16%         5.46           Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio         62         26         41.94%         2.28           TV Channel - One Way 5kHZ Audio         Nothing to report         Nothing to report         50.00%         4.19           Digital Voice Circuit         Nothing to report         7         50.00%         4.19           Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-8.6kb/s         8         15         53.57%         3.35           Digital Data-9.6kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21           Dedicated Digital 3.152 MBPS         Nothing to report         Nothing to report         54 <t< td=""><td>Voice and Data - SSN Access</td><td>Nothing to report</td><td></td><td>٠.</td><td></td></t<>	Voice and Data - SSN Access	Nothing to report		٠.	
Protection Relay Voice Grade         Nothing to report           Telephoto and Facsimile         Nothing to report           Program Audio 200-3500 HZ         Nothing to report           Program Audio 100-5000 HZ         6         2         33.33%         3.54           Program Audio 50-8000 HZ         19         12         63.16%         5.46           Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio         62         26         41.94%         2.28           TV Channel - One Way 5kHZ Audio         Nothing to report         Nothing to report         Nothing to report         50.00%         4.19           Digital Voice Circuit         Nothing to report         2         1         50.00%         4.19           Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-9.6kb/s         28         15         53.57%         3.35           Digital Data-9.6kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21           Dedicated Digital 3.152 MBPS         Nothing to report         583         38.38%         1.43	Voice and Data - SSN - Intermachine Trunk	Nothing to report		•	
Telephoto and Facsimile         Nothing to report           Program Audio 200-3500 HZ         Nothing to report           Program Audio 100-5000 HZ         6         2         33.33%         3.54           Program Audio 50-8000 HZ         19         12         63.16%         5.46           Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio         62         26         41.94%         2.28           TV Channel - One Way 5kHZ Audio         Nothing to report         Nothing to report         50.00%         4.19           Digital Voice Circuit         Nothing to report         2         1         50.00%         4.19           Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-9.6kb/s         28         15         53.57%         3.35           Digital Data-9.6kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21           Dedicated Digital 3.152 MBPS         Nothing to report         Nothing to report         583         38.38%         1.43           Dedicated Digital 44.736 MBPS         1,519         583         38.38	Data Extension - Voice Grade Data	18	9	50.00%	5.10
Program Audio 200-3500 HZ         Nothing to report           Program Audio 100-5000 HZ         6         2         33.33%         3.54           Program Audio 50-8000 HZ         19         12         63.16%         5.46           Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio         62         26         41.94%         2.28           TV Channel - One Way 5kHZ Audio         Nothing to report         000%         4.19           Digital Voice Circuit         Nothing to report         000%         4.19           Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-9.6kb/s         28         15         53.57%         3.35           Digital Data-9.6kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21           Dedicated Digital 3.152 MBPS         Nothing to report         Nothing to report           Dedicated Digital 44.736 MBPS         1,519         583         38.38%         1.43           Dedicated Digital 456 MBPS or Higher         Nothing to report         Nothing to report         Nothing to report         Nothing to report <td>Protection Relay Voice Grade</td> <td>Nothing to report</td> <td></td> <td></td> <td></td>	Protection Relay Voice Grade	Nothing to report			
Program Audio 100-5000 HZ         6         2         33.33%         3.54           Program Audio 50-8000 HZ         19         12         63.16%         5.46           Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio         62         26         41.94%         2.28           TV Channel - One Way 5kHZ Audio         Nothing to report         000%         4.19           Digital Voice Circuit         Nothing to report         000%         4.19           Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-4.8kb/s         Nothing to report         000%         4.19           Digital Data-9.6kb/s         28         15         53.57%         3.35           Digital Data-9.6kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21           Dedicated Digital 3.152 MBPS         Nothing to report           Dedicated Digital 44.736 MBPS         1,519         583         38.38%         1.43           Dedicated Digital 456 MBPS or Higher         Nothing to report         Nothing to report         583         38.38%         1.43 </td <td>Telephoto and Facsimile</td> <td>Nothing to report</td> <td></td> <td></td> <td></td>	Telephoto and Facsimile	Nothing to report			
Program Audio 50-8000 HZ         19         12         63.16%         5.46           Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio         62         26         41.94%         2.28           TV Channel - One Way 5kHZ Audio         Nothing to report         1         50.00%         4.19           Digital Voice Circuit         Nothing to report         2         1         50.00%         4.19           Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-4.8kb/s         Nothing to report         3.35         3.35           Digital Data-9.6kb/s         28         15         53.57%         3.35           Digital Data-9.6kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21           Dedicated Digital 3.152 MBPS         Nothing to report         Nothing to report           Dedicated Digital 44.736 MBPS         1,519         583         38.38%         1.43           Dedicated Digital 456 MBPS or Higher         Nothing to report         Nothing to report         Nothing to report           Dedicated Alert Transport         Noth	Program Audio 200-3500 HZ	Nothing to report			
Program Audio 50-15000 HZ         39         28         71.79%         4.32           TV Channel - One Way 15kHZ Audio         62         26         41.94%         2.28           TV Channel - One Way 5kHZ Audio         Nothing to report         Nothing to report         50.00%         4.19           Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-4.8kb/s         Nothing to report         53.57%         3.35           Digital Data-9.6kb/s         28         15         53.57%         3.35           Digital Data-56kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21           Dedicated Digital 3.152 MBPS         Nothing to report         Nothing to report           Dedicated Digital 44.736 MBPS         1,519         583         38.38%         1.43           Dedicated Digital 456 MBPS or Higher         Nothing to report         Nothing to report         Nothing to report           Dedicated Alert Transport         Nothing to report         Nothing to report         Nothing to report           Derived Services         Nothing to report         Nothing to report	Program Audio 100-5000 HZ	6			
TV Channel - One Way 15kHZ Audio         62         26         41.94%         2.28           TV Channel - One Way 5kHZ Audio         Nothing to report         Digital Voice Circuit         Nothing to report         Nothing to report         1         50.00%         4.19           Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-9.6kb/s         28         15         53.57%         3.35           Digital Data-9.6kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21           Dedicated Digital 3.152 MBPS         Nothing to report         Nothing to report           Dedicated Digital 44.736 MBPS         1,519         583         38.38%         1.43           Dedicated Digital 456 MBPS or Higher         Nothing to report         Nothing to report         Dedicated Alert Transport         Nothing to report           Derived Services         Nothing to report         Nothing to report         Nothing to report	Program Audio 50-8000 HZ	19	. 12	63.16%	
TV Channel - One Way 5kHZ Audio  Digital Voice Circuit  Digital Data-2.4kb/s  Digital Data-2.4kb/s  Digital Data-4.8kb/s  Nothing to report  Digital Data-9.6kb/s  Digital Data-9.6kb/s  Digital Data-56kb/s  Digital Data-56kb/s  Digital Data-56kb/s  Digital Data-56kb/s  Digital Data-56kb/s  Digital Data-56kb/s  Nothing to report  Dedicated Digital 3.152 MBPS  Dedicated Digital 3.152 MBPS  Dedicated Digital 44.736 MBPS  Dedicated Digital 44.736 MBPS  Dedicated Digital 456 MBPS or Higher  Dedicated Alert Transport  Nothing to report  Nothing to report  Nothing to report  Nothing to report  Dedicated Alert Transport  Nothing to report	Program Audio 50-15000 HZ	39	28	71.79%	
Digital Voice Circuit  Digital Data-2.4kb/s  Digital Data-2.4kb/s  Digital Data-4.8kb/s  Nothing to report  Digital Data-9.6kb/s  Digital Data-9.6kb/s  Digital Data-56kb/s  Digital Data-9.6kb/s  Digital Data-9.6k	TV Channel - One Way 15kHZ Audio	62	26	41.94%	2.28
Digital Data-2.4kb/s         2         1         50.00%         4.19           Digital Data-4.8kb/s         Nothing to report         50.00%         4.19           Digital Data-4.8kb/s         28         15         53.57%         3.35           Digital Data-9.6kb/s         28         15         53.57%         3.35           Digital Data-56kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21           Dedicated Digital 3.152 MBPS         Nothing to report           Dedicated Digital 6.312 MBPS         Nothing to report           Dedicated Digital 44.736 MBPS         1,519         583         38.38%         1.43           Dedicated Digital 456 MBPS or Higher         Nothing to report         Nothing to report         Nothing to report           Dedicated Alert Transport         Nothing to report         Nothing to report         Nothing to report	TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Data-4.8kb/s Digital Data-9.6kb/s Digital Data-9.6kb/s Digital Data-9.6kb/s Digital Data-56kb/s Digital Data-56kb/s Digital Data-56kb/s Digital Data-56kb/s Dedicated Digital 3.152 MBPS Dedicated Digital 44.736 MBPS Dedicated Digital 44.736 MBPS Dedicated Digital 456 MBPS or Higher Dedicated Alert Transport Derived Services Nothing to report Nothing to report Derived Services Nothing to report Nothing to report Derived Services Nothing to report	Digital Voice Circuit	Nothing to report			
Digital Data-9.6kb/s         28         15         53.57%         3.35           Digital Data-56kb/s         3,183         931         29.25%         3.09           1.544 MBPS BSA         35,466         14,158         39.92%         3.21           Dedicated Digital 3.152 MBPS         Nothing to report           Dedicated Digital 6.312 MBPS         Nothing to report           Dedicated Digital 44.736 MBPS         1,519         583         38.38%         1.43           Dedicated Digital 456 MBPS or Higher         Nothing to report         Nothing to report         Nothing to report           Derived Services         Nothing to report         Nothing to report         Nothing to report	Digital Data-2.4kb/s	2	1	50.00%	4.19
Digital Data-56kb/s  1.544 MBPS BSA  Dedicated Digital 3.152 MBPS  Dedicated Digital 6.312 MBPS  Dedicated Digital 44.736 MBPS  Dedicated Digital 456 MBPS or Higher  Dedicated Alert Transport  Derived Services  Nothing to report	Digital Data-4.8kb/s	Nothing to report			
1.544 MBPS BSA 35,466 14,158 39.92% 3.21  Dedicated Digital 3.152 MBPS Nothing to report  Dedicated Digital 6.312 MBPS Nothing to report  Dedicated Digital 44.736 MBPS 1,519 583 38.38% 1.43  Dedicated Digital 456 MBPS or Higher Nothing to report  Dedicated Alert Transport Nothing to report  Derived Services Nothing to report	Digital Data-9.6kb/s				
Dedicated Digital 3.152 MBPS Dedicated Digital 6.312 MBPS Nothing to report Dedicated Digital 44.736 MBPS Dedicated Digital 44.736 MBPS T,519 Dedicated Digital 456 MBPS or Higher Dedicated Alert Transport Derived Services Nothing to report Nothing to report	Digital Data-56kb/s	· ·			
Dedicated Digital 6.312 MBPS  Dedicated Digital 44.736 MBPS  Dedicated Digital 456 MBPS or Higher  Dedicated Alert Transport  Derived Services  Nothing to report  Nothing to report  Nothing to report  Nothing to report	1.544 MBPS BSA	35,466	14,158	39.92%	3.21
Dedicated Digital 44.736 MBPS 1,519 583 38.38% 1.43  Dedicated Digital 456 MBPS or Higher Nothing to report  Dedicated Alert Transport Nothing to report  Derived Services Nothing to report	Dedicated Digital 3.152 MBPS	Nothing to report	•		
Dedicated Digital 456 MBPS or Higher Nothing to report Dedicated Alert Transport Nothing to report Derived Services Nothing to report	Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Alert Transport  Derived Services  Nothing to report  Nothing to report	Dedicated Digital 44.736 MBPS		583	38.38%	1.43
Derived Services Nothing to report	Dedicated Digital 456 MBPS or Higher	<u> </u>			
	Dedicated Alert Transport	<del>-</del>			
Dedicated Network Access Link Nothing to report	Derived Services	•			
	Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

#### PACIFIC BELL ENHANCED SERVICES PROVIDER

FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair

Report Period: July - September 2004

					. • •
Service	Reports	. м	A .	%MA	Avg-RC
Business Line	2		0	0.00%	8.06
PBX	Nothing to report				
CENTREX	7		0	0.00%	4.03
WATS	Nothing to report				
Mobile	Nothing to report		*,		
Feature Group A	Nothing to report				
Foreign Exchange	Nothing to report				
Coin	92				7.58
Feature Group B	Nothing to report				
Feature Group D	Nothing to report				
DID	45	1	9	42.22%	7.07
Packet DD Access Line	Nothing to report				
Packet Synchronous Access Line	Nothing to report				
Packet Asynchronous Access Line	Nothing to report				
Protection Alarm	Nothing to report				
Protection Relaying	Nothing to report				•
Control Circuit	Nothing to report				
Telegraph Grade 75 Baud	Nothing to report				
Telegraph Grade 150 Baud	Nothing to report				
Voice Non-Switched Line	Nothing to report				
Voice Switched Line	Nothing to report				•
Voice Switched Trunk	Nothing to report				•
Voice and Tone - Radio Land Line	Nothing to report				
Data Low Speed	Nothing to report				
Basic Data and Voice	Nothing to report				
Voice and Data - PSN Access Tie Trunk	Nothing to report				
Voice and Data - PSN Access He Hunk  Voice and Data - SSN Access	Nothing to report				
Voice and Data - SSN - Intermachine Trunk	Nothing to report			•	
Data Extension - Voice Grade Data	Nothing to report				
— <del>-</del>	Nothing to report				
Protection Relay Voice Grade	Nothing to report				
Telephoto and Facsimile	Nothing to report				
Program Audio 200-3500 HZ	Nothing to report				
Program Audio 100-5000 HZ	Nothing to report				
Program Audio 50-8000 HZ	Nothing to report				
Program Audio 50-15000 HZ	Nothing to report				
TV Channel - One Way 15kHZ Audio	Nothing to report				
TV Channel - One Way 5kHZ Audio	_				
Digital Voice Circuit	Nothing to report  Nothing to report				•
Digital Data-2.4kb/s	•				
Digital Data-4.8kb/s	Nothing to report				
Digital Data-9.6kb/s	Nothing to report		^	0.00%	0.42
Digital Data-56kb/s	1 12		0	25.00%	1.17
1.544 MBPS BSA			3	25.00%	1.17
Dedicated Digital 3.152 MBPS	Nothing to report				
Dedicated Digital 6.312 MBPS	Nothing to report				
Dedicated Digital 44.736 MBPS	Nothing to report				a y
Dedicated Digital 456 MBPS or Higher	Nothing to report				•
Dedicated Alert Transport	Nothing to report				
Derived Services	Nothing to report				
Dedicated Network Access Link	Nothing to report				

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service